



**RANGERS
CHARITY
FOUNDATION**



**CASHBACK
TOWARDS NEW FUTURES
ANNUAL REPORT 2020/2021**

INTRODUCTION

The Rangers Charity Foundation is delighted to join CashBack for Communities for the first time and to work alongside other CashBack partners in making a positive difference for some of Scotland's most vulnerable young people.

Our programme, CashBack For Communities – Towards New Futures, aims to re-engage young people with current or past convictions or who have experience of the criminal justice system, and help them move towards a more positive future including working, volunteering or further education.

The project is delivered within our Ibrox Community Hub at Ibrox Stadium and works in partnership with four Scottish prisons and Govan Thriving Place as well as with a range of other referral partners to target and support young people aged 16 – 24 from the local area and beyond.

OUR MISSION

The Rangers Charity Foundation exists to be a force for good on behalf of the Rangers Family, showing compassion to those in need, tackling inequalities and creating opportunities for people of all ages to change their lives for the better.

OUR VALUES

- **Compassionate**
- **Open**
- **Inclusive**
- **Committed to excellence**
- **Confident custodians**



ORGANISATIONAL UPDATE

This has been an unprecedented year for everyone, including for charities such as ours. Despite this, the Rangers Charity Foundation team has remained resilient, worked tirelessly to adapt our programme delivery, developed new safe operating procedures and continued to provide support to those most in need. In such a time of crisis for the country, our thoughts are particularly with those who have lost loved ones as a result of the pandemic or indeed for any reason.

Our charitable work is delivered via seven thematic pillars.

We Are A Foundation For:



ORGANISATIONAL UPDATE

OUR HIGHLIGHTS FOR 2020/2021

1. We launched our CashBack for Communities – Towards New Futures project and successfully delivered the first of eight programmes face-to-face, with our second programme underway at the end of Year 1.
2. Our #AFoundationFromHome initiative during lockdown reached thousands of people across the country of all ages.
3. We were able to champion and assist a range of local, national and international charity partners, including: Glasgow Children's Hospital Charity; Glasgow City Mission; Children 1st, Unicef UK and a range of armed forces charities.
4. An unprecedented number of employability programmes for young people were delivered throughout the year, with our staff working hard to support routes into positive destinations, deliver SQA awards and help many secure jobs.
5. Our Hub in the Community initiative launched in two new secondary schools, with Hub Officers Mark and Ryan taking up their exciting roles in Drumchapel High School and Knightswood Secondary School.
6. Thousands of primary school pupils across Glasgow have benefited from a range of tailored educational programmes delivered by our inspiring community coaches.
7. We have arranged for letters of support from first team players to be sent to those affected by illness, bereavement and difficult circumstances, including NHS key workers, during the pandemic.
8. We have continued to play an active role in the Govan Thriving Place initiative, bringing local organisations together for the benefit of the people of Govan.
9. Alongside Rangers Football Club we continue to be proactive in celebrating and championing diversity via a range of community programmes and the Everyone Anyone campaign. We were also very proud to have been shortlisted in the UK Sports Business Awards for the Sports Diversity Award.



STAFFING

The Rangers Charity Foundation has a core staff of 13 who are supported by up to 20 part-time community coaching staff to deliver our life-enhancing work. Across our community programme delivery alone and despite significant COVID – 19 restrictions, we were able to support over 5,700 people of all ages directly.

KEY PROJECT STAFF

SENIOR COMMUNITY EXECUTIVE, JAMIE DUNCANSON

Jamie joined the Foundation in May 2017 having previously worked within Glasgow City Council's Education Services for 14 years. He leads our secondary education and employability programme development and delivery, an area which has enjoyed significant growth and impact over recent years. Jamie was instrumental in establishing the Foundation as an SQA accredited centre, which hundreds of young people and adults have now been able to benefit from. Jamie manages our CashBack- Towards New Futures programme, working alongside and supporting staff on a daily basis.

CASHBACK COORDINATOR, DEREK RHODDAN

Derek joined the Foundation in October 2020 and has already made a fantastic impact with his professional expertise and commitment for the young people on our CashBack programmes. An army veteran who spent 14 years in the British Army, Derek worked in High School education working as a vocational qualification tutor after leaving the forces in 2009. Derek leads our programme delivery and participant support.

COMMUNITY COACH, ANDY GORDON

Andy has been a staff member for the Foundation for a three-year period delivering numerous programmes. Andy is an integral part of the CashBack-Towards New Futures delivery team.



PROGRAMME CONTENT

The Foundation provides expert employability support for prisoners on release from Polmont, Addiewell, Greenock and Barlinnie prisons as well as young people with experience of the criminal justice system locally and beyond. Our recruitment referral process has grown exponentially with additional partner links created with Social Work, Community Justice Glasgow, Department for Work & Pensions, Action for Children and various school establishments. Our focus is to support young people to integrate back into the community, rehabilitation and improving their opportunities of progressing into employment. During Phase 5 of CashBack, we will be delivering eight CashBack-Towards New Futures courses, each lasting eight weeks (4 full days per week) and long-term tailored aftercare to ensure that opportunities for progression and one-to-one support continue beyond course delivery, creating a lasting relationship which supports each candidate towards their aspirations and a new future.

The Rangers Charity Foundation's CashBack – Towards New Futures project is designed to not only enhance candidates' pathways towards the world of work, but to better prepare them for reintegration back into society by providing the necessary support and nurture to improve confidence, resilience, self-esteem and general health and wellbeing. The course content contains opportunities to achieve numerous accredited awards such as SQA, First Aid, Mental Health First Aid, Pitchin in award (in partnership with Police Scotland) which enhance knowledge, participation in regular work experience (this has been curtailed due to the Covid pandemic) and the expansion of leadership skills, thus building up self-esteem, confidence and resilience to deal with unfamiliar situations.

The Rangers Charity Foundation's Community Hub based at the stadium provides an excellent inclusive learning centre that allows for all course participants to flourish within a safe and welcoming environment and receive the support required to nurture their aspirations. The course content is designed to re-engage the participants and has a major focus on supporting pathways towards employment which will enhance the contribution they make within their communities' long term.

The course content and provision will also have a personal wellbeing element that allows the participants to increase their physical activity and will also allow for them to build their confidence and leadership skills under the appropriate supervision. The Foundation has links with SAMH who look at the mental health aspect of candidates' wellbeing. The course focus is tailored to the individual and what their requirements are to allow them to best integrate back into community life after serving a custodial sentence. With this in mind, there will be a personal bespoke element for everyone that incorporates and respects their needs and beliefs.

The Foundation's Towards New Futures programme is a support mechanism for the most challenging and vulnerable young people who come to us with numerous barriers, including in some cases substance and alcohol abuse and homelessness. In these cases, employment is not a realistic or suitable progression route for these young people and soft skill support is the priority. In these cases, we keep in constant dialogue with the candidate referrer and offer support through ISMS and Alcoholics Anonymous (AA) through the NHS. This support mechanism offers temporary accommodation, as well as addiction guidance.

PROGRAMME CONTENT

During the first year, the Foundation has engaged with **36** candidates over two courses with all delivery taking place face to face following strict Covid working procedures. These candidates have resided within eight different Local Authorities and are aged within the **16-to-24-year** age bracket.



LOCAL AUTHORITIES

- Glasgow
- South Lanarkshire
- Renfrewshire
- Falkirk
- East Renfrewshire
- Edinburgh
- North Lanarkshire
- Argyle & Bute

CANDIDATES

28 young people out of a possible **36** completed our CashBack Programme

- 16 to 18 years – **8**
- 18 to 24 years – **28**
- Female – **6**
- Male – **30**

The Foundation recently created a new working partnership with Rosemount Lifelong Learning who have given support and guidance to our CashBack candidates who are young parents.

We feel this will be a crucial ingredient going forward for future courses and will be positive support mechanism.

The Foundation is also in the process of employing a Counsellor with trauma experience who will support our CashBack – Towards New Futures programmes going forward.

CASE STUDY 1 – LIFESAVERS



Three young people from our CashBack – Towards New Futures course became heroes when they put new life-saving skills to use and saved a woman's life.

Marco Connelly, Jay Roberts, and Melissa Stanulis came to the rescue of a woman after she collapsed in the city centre on the same day they had learned life-saving skills on the Foundation's course.

Thanks to their quick thinking, the woman was kept alive long enough for emergency services to reach the scene and subsequently made a full recovery.

"It could have been so much worse and everyone was just walking past her," Jay, 16, says as he recalls the day.

"She could have just died there if we were there a couple of seconds later."

The young people found the woman lying in a lane between Argyle Street and Buchanan Street while on their way home from Ibrox Stadium.

"It was all instinct because of the course," Jay, from Drumchapel, added. "We shouted at people to phone an ambulance and just knew what to do because we learned it all.

"We started to check for her breath and put her head up so she didn't choke on her tongue; really the things we learned on the course.

"She wasn't speaking but I was just speaking to her to keep her engaged. It was a panicky situation but we got there."

CASE STUDY 1

– LIFESAVERS

Melissa, also 16, added, "I was in shock. Then it was like something flicked in me and I went into action mode and knew exactly what to do.

"I never expected something like that to happen and that I would be able to take action like that. It was mind blowing.

"People were just walking past and leaving her but something in me said we couldn't just walk away from this. I don't think I could live with myself if we had."

Melissa took the decision to give the woman mouth-to-mouth – which isn't currently being taught due to Covid guidelines – and Jay performed chest compressions and Marco, 23, sprinted off to get a defibrillator from nearby St Enoch subway station.



"It was actually on the week we had done first aid training and we had done defib training and all that!" explained Marco.

"I remember thinking, 'Thank God Derek [Rhoddan, from the Foundation] put us through for first aid training.'"

Shortly after, Marco arrived back at the scene and gave the woman a "few shocks" before the police and ambulance crews arrived.

"The police actually told us she was alive and it was because we saved her," Marco added.

Jamie Duncanson, the Foundation's Senior Community Executive, said: "We are very proud of Melissa, Marco and Jay and their quick thinking and bravery on that day.

"It shows what programmes like our CashBack For Communities – Towards New Futures initiative can do, and the skills and confidence it can give to young people who perhaps need a fresh start in life.

"It's incredible that they had just completed their first aid training and could put that knowledge to such excellent use straight away. All three of them should be very proud of themselves."

CASE STUDY 2

- DECLAN



Declan Mackay has described his experience on the Foundation's CashBack For Communities – Towards New Futures course as 'life changing' after landing a job and becoming financially independent as a result.

Declan took part in the Foundation's employment support programme for young people who have previously been involved in the criminal justice system in November 2020 following his release from prison.

His support worker and his Job Centre Plus work coach both encouraged him to make the most of the opportunity and Declan grabbed it with both hands.

"The course was fantastic!" he explained, "It has lots to offer those with the right mind set."

"Derek was amazing, always supporting me, doing his best for me, even out of the normal hours, and the staff are still there for me anytime.

"I felt like everyone went the extra mile for me. Anne my work coach was amazing. She really motivated me to take part and was able to help me with travel costs, otherwise I'd probably not have been able to start work.

"It has changed my life!"

After a successful trial, Declan is enjoying his new full-time job at Timpsons very much. He is learning new skills in key cutting, engraving and fitting watch batteries and is looking forward to a brighter future.

CASE STUDY 3

– MARCUS



Marcus Pettigrew credits the CashBack course he recently completed with helping him to secure a job after a long search – just in time for him becoming a Dad!

"It has made my life much better because I have a baby girl coming in July and I have moved in with my girlfriend so I am really happy that I've found a job."

Marcus had been out of work for at least a year and finding it hard to get a job due to the pandemic, especially with a criminal record.

His work coach encouraged him to get into the Rangers Charity Foundation's CashBack – Towards New Futures programme where he learned new skills like first aid and mental health. He then successfully applied for a job and started in April.

Marcus remarked on the difference the course has made to his life:

"Before the course, I was usually online applying for jobs every day and jobs that

I wouldn't usually go for because I was desperate, but my job coach showed me the job I have now and Rangers got me the kickstart for it"

It helped my confidence to know that there are ways to help me find a job with a criminal record and have support behind me."

Marcus was referred to the course through Job Centre Plus, who are a key partner in the Foundation's Ibrox Youth Hub – a new programme aimed at helping young people into employment.

Jamie Duncanson, the Foundation's Senior Community Executive added:

"We are delighted for Marcus and this is a prime example of how our partnership programmes can make a real difference to people's lives"

Asked what his advice for other people in a similar situation, Marcus said:

"Join the course. Just try your hardest and put the work in and you'll find a job in no time."

SOCIAL VALUE LAB

Social Value Lab is the evaluation partner for Rangers Charity Foundation for their Phase 5 Cashback – Towards New Futures project. Social Value Lab is the national hub for social impact research, strategy, and evaluation. Their mission is to produce the evidence and ideas that support stronger, more effective projects, programmes and communities in Scotland.

In addition to regular informal feedback, consultation for Rangers Charity Foundation's CashBack – Towards New Futures project took the form of an online survey that was completed by 22 participants, 7 key stakeholders (e.g. representatives from participating prisons or referring organisations) and 5 'significant others' of participants (e.g. parents/carers or partners).

Results gathered by Social Lab for 2020/21 can be found on the next two pages.



STATS/EVALUATION

OUTCOMES - YOUNG PEOPLE

	Outcome	Indicator	Actual	End of Programme Target
1	Young people build their confidence and resilience, benefit from strengthened support networks and reduce risk taking behaviour	Young people report their confidence increasing	95%	80%
		Young people feel able to do new things	100%	80%
		Young people feel more resilient	100%	80%
		Young people report positive, supportive networks including improved relationships with family and friends/increased access to appropriate services	91%	69%
		Young people report positive changes in their behaviour	86%	80%
2	Young people develop their physical and personal skills	Young people report their skills are increasing	100%	80%
3	Young people's health and well-being improves	Young people report increases in feelings against SHANARRI indicators	100%	80%
4	Young people participate in activity which improves their learning, employability and employment options (positive destinations)	Young people will achieve a positive destination	100%	55%
5	Young people contribute positively to their communities	Participants perception of their neighbourhood improves	73%	38%
		Participants have a heightened sense of belonging to a community	76%	38%
		Participants have increased motivation to positively influence what happens in their community	82%	38%
		Young people feel their contribution, links with communities and social interaction are improving	95%	38%
6	Young people are diverted from criminal behaviour or involvement with the criminal justice system	Young people report that their own participation in antisocial and/or criminal behaviour has reduced	95%	80%
		Young people feel less inclined to participate in anti-social and/or criminal behaviour	100%	80%

STATS/EVALUATION

OUTCOMES - STAKEHOLDERS

	Outcome	Indicator	Actual	End of Programme Target
1	Young people build their confidence and resilience, benefit from strengthened support networks and reduce risk taking behaviour	Other stakeholders (other people involved with the young person e.g parents, teachers, youth workers etc.) report perceived increases of confidence	92%	80%
		Other stakeholders (other people involved with the young person e.g parents, teachers, youth workers etc.) report perceived increases of resilience	100%	80%
		Other stakeholders (other people involved with the young person e.g parents, teachers, youth workers etc.) report perceived positive changes in the behaviour of young participants	100%	69%
2	Young people develop their physical and personal skills	Other stakeholders (other people involved with the young person e.g parents, teachers, youth workers etc.) report skills are increasing	100%	69%
3	Young people's health and well-being improves	Other stakeholders (other people involved with the young person e.g parents, teachers, youth workers etc.) report perceived increases in SHANARRI indicators among young people	100%	69%
4	Young people participate in activity which improves their learning, employability and employment options (positive destinations)	N/A	N/A	N/A
5	Young people contribute positively to their communities	Other stakeholders (other people involved with the young person e.g parents, teachers, youth workers etc.) perceive that young people's contribution, links and social interaction are improving	75%	38%
6	Young people are diverted from criminal behaviour or involvement with the criminal justice system	N/A	N/A	N/A

CHALLENGES & ADDITIONAL SUPPORT

A crucial ingredient to the CashBack – Towards New Futures success for the Foundation is creating strong relationships with the candidates and showing empathy towards the challenges they have faced in their life to date. Most of the candidates we support have complex needs or situations and come with multiple barriers along with their involvement with the criminal justice system such as:

Homelessness

Substance and alcohol abuse

Additional support needs (including low literacy and numeracy skills)

Mental health issues

Low confidence and self esteem

Trauma

The Foundation has also met the COVID-19 pandemic head on and worked incredibly hard putting in place stringent Safe Working Procedures to allow face to face delivery to commence for all but a couple of weeks of our courses. This has been extremely challenging but also vital as the face-to-face engagement is paramount for us to provide the best support mechanism to all our candidates.

Displaying empathy and showing care is so important to gaining the candidates' trust and this has underpinned the Foundation's delivery mechanism. Other areas of support we have offered include:

Providing additional food

Providing food vouchers during a short lockdown period

Providing staff to allow an early entry to the stadium to candidates who have been put out their hostel very early in the morning.



COMMUNICATING SUCCESS

The Foundation has received fantastic feedback from supporters and the wider community thanks to our communication of the success stories coming directly from the CashBack – Towards New Futures programme.

The launch of the programme, recruitment of participants, day to day activities, case studies and success stories have all been featured across the Foundation's numerous communications channels, as well as those of Rangers FC.

The programme also attracted external media coverage when three CashBack participants put their brand new first aid skills to good use and saved a woman's life on their way home after a day on the course. We were very proud of our lifesavers – and they even made the front page!

Saturday January 30, 2021

GlasgowTimes


75p **NOBODY KNOWS OUR CITY BETTER**

GLASGOW RANGERS CHARITY COURSE TRIO SAVE WOMAN'S LIFE

First aid skills prove vital after city centre drama



EXCLUSIVE

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Job search is over for Marcus thanks to Cashback Course success

Thu 15th April 2021

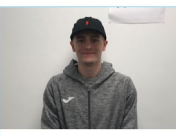


Marcus Pettigrew credits the Cashback course he recently completed with helping him to secure a job after a long search – just in time for him becoming a Dad!



Three young people from our Cashback - Towards New Futures course became heroes when they put new first aid skills to good use and saved a woman's life.

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Declan has described his experience on our Cashback course as 'life-changing' after landing a job and becoming financially independent as a result.

[READ MORE >](#)

**Rangers Charity Foundation**

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This week we've been filming some of our successful Cashback for Communities - Towards New Futures participants in their new work places and hearing their inspiring stories ahead of our new course starting in August. 😊👍

If you're interested in the course, are aged 16 - 24 and have been involved in the criminal justice system, find out more here <https://bit.ly/2RrkNRn>

💙 #CB4C
💙 #AFoundationForPotential

FINANCE

CASHBACK FOR COMMUNITIES PROGRAMME 2020-21

	Target Costs	Actual Costs	Variance
Staff	£26,200.00	£26,200.00	£0.00
Lunches	£4,778.00	£4,776.40	-£1.60
Travel	£3,743.00	£2,737.45	-£1,005.55
Facility Hire	£800.00	£350.00	-£450.00
Qualifications	£960.00	£853.20	-£106.80
Celebration Lunch	£282.83	£282.83	£0.00
Kit	£1,135.00	£1,135.00	£0.00
Disclosure Checks (ATI)	£211.00		-£211.00
Admin Supplies	£694.08	£675.43	-£18.65
Tours	£203.00		-£203.00
Aftercare	£100.00	£100.00	£0.00
Project Delivery Sub-Total	£39,106.91	£37,110.31	£1,996.60
Management and Marketing (up to 10% of CashBack funding)	£6,566.00	£6,566.00	£0.00
Project delivery sub-total	£39,106.91	£37,110.31	-£1,996.60
External Evaluation	£1,699.20	£1,699.20	£1,699.20
Total Expenditure	£47,372.11	£45,375.51	-£1,996.60

FINANCE

We had anticipated to spend the full £47,372.11 but after our final reconciliation we have noted an underspend of £2,212.60. This was due to COVID-19 restrictions not easing and we'd been asked to draw down our Q4 money in advance.

£216 will be deferred to Year 2 for a celebration lunch for Group 1 who missed out on this in Year 1 due to covid restrictions.

Final underspend is £1,996.60

Local Authority Spends	No. of participants	Spend
Argyll & Bute	1	£1,620.55
Edinburgh	1	£1,620.55
Falkirk	4	£6,482.22
Glasgow	16	£25,928.86
Renfrewshire	1	£1,620.55
East Renfrewshire	1	£1,620.55
South Lanarkshire	2	£3,241.11
North Lanarkshire	2	£3,241.11
TOTALS	28	£45,375.51

COLLABORATIONS



An integral part of the course content is our partner collaboration which enhances not only accreditation but offers extensive support with employability, further training, and further education pathways. We have increased our partnership working significantly over the last year which has provided our course participants with the opportunities they require to progress. Strong partnership working has included liaising with:

Police Scotland	Access to Industry	Timpson's	Tigers	Streetleague
Lennox Project	McTaggart's (construction)	Dumbreck Painter & Decorators	Further Education Establishments	
Wheatley Group	Disclosure Scotland	Enable	Impact Arts	Apex
				Move On
WOSTUS (West of Scotland Shih Tzus)		ISMS (Intensive Support & Mentoring Service)		STARS (Supporting Transitions & Reintegration Service)

The Rangers Charity Foundation has also recently joined in partnership with the Department for Work & Pensions to create a Youth Hub (one of only two in the city of Glasgow). This relates to a full-time Job Work Coach being based within Ibrox Stadium supporting all our candidates (including CashBack) with job opportunities and payment claims etc. We feel this will be an integral ingredient for our CashBack – Towards New Futures programmes going forward to enhance employability pathways.

WORKING WITH RANGERS



We started working with The Rangers Charity Foundation approximately 3 years ago and each time has been a pleasure.

On our visits my colleague and I deliver a presentation about Timpson's and what we offer as an employer, we then offer interviews to any of the course attendees for the vacancies we have within our organisation.

Fortunately for us the quality of the candidates interviewed at The Rangers Charity Foundation has been of the highest standard. To date, we have now employed 3 young people on full time contracts including Declan McKay from the first CashBack Programme. Declan is now thriving in our Newton Mearns branch.

From Timpson's point of view, the relationship with The Charity Foundation has been fantastic and works well for us and we now have some excellent young work colleagues with great potential. Timpson's is also a proven employer of young people who have been involved with the criminal justice system, providing work experience and showing what can be achieved if you set your mind to it.

I keep in regular contact with Derek who in my experience is very positive person and a great role model for the young people who attend the CashBack Programme. Derek and Andy have always made us feel welcome and at home even though I am a Celtic fan (Lol). The reason the partnership works well and continues to flourish is that I think Derek , like myself, James Timpson and the Rangers Charity Foundation have the best interests of young people at heart which is really humbling to see.

I look forward to continuing our working partnership with The Rangers Charity Foundation

Robert McLean

Area Manager Timpson's



PLANS/PRIORITIES FOR 2021/22

Priorities going forward for the forthcoming financial year are to deliver an additional three eight-week programmes with the first commencing in August 2021 and one other being complete before the end of the calendar year.

Other areas of priority are to continue the crucial aftercare support mechanism which allows us to liaise with all participants to gauge their progress and current wellbeing, learn and adapt from our previously run courses and further enhance and expand our recruitment referral avenues, especially with the four stipulated prisons as engagement with them has been curtailed due to the pandemic.

